# groundwork logo green on whiteGroundwork London Job Description

Job Title: Drop-In Support Worker

Responsible to: Service Manager

Assistant Director: Youth

**Location**: The Nest’s hub in Peckham and other locations across the London Borough of Southwark as required

# Job Background:

The Nest is a mental health service delivered by the Groundwork London Trust on behalf of Southwark Council. Since opening in May 2020, it has provided an open access service leading on early intervention and prevention to improve the mental wellbeing of children and young people across the London Borough of Southwark.

To support the ever-expanding service, we are looking to recruit a sessional worker who can commit to working at least two Saturdays a month. Together with the drop-in team, they will be the first friendly faces to greet service users when they walk through the door and work to immediately put them at ease. You will be responsible for creating a safe space where young people feel able to share what’s on their mind in a comfortable, relaxed, non-judgemental atmosphere.

The Nest is Groundwork London’s mental wellbeing support service for young people aged 0 – 25 and living in the London Borough of Southwark. Since launching as a remote service in May of 2020, The Nest has gone from strength to strength, expanding its core offer of therapeutic support to incorporate a holistic approach to wellbeing. As part of this mission, The Nest will be delivering a brand new initiative supported by the National Lottery to deliver mental health and life-skills workshops to Young People between 11 and 25 across Southwark at risk of antisocial behaviour. If you are passionate about supporting Young People in building a better future for themselves, we would love to hear from you!

# Main Objectives:

* Support the Service Manager and other team members in running the drop-in service at The Nest or other locations in Southwark, e.g. libraries, youth centres, etc.
* Provide mental health and wellbeing support/interventions to young people accessing the service.
* Make in-house referrals for young people to access 1-2-1 or group work support at The Nest.
* Provide IAG, signposting and referrals to appropriate services for children and young people if their needs are beyond the remit or scope of support provided by The Nest.

# Key Tasks and Responsibilities:

* Support and empower children, young people and their families to make informed choices about their wellbeing.
* Create a friendly and warm environment allowing young people accessing the service to talk about issues that are affecting them.
* Work with Senior Management to make outward referrals should a child or young person need more intensive and/or specialist support than The Nest is able to provide.
* Support the promotion of the drop-in service.
* Develop and maintain a thorough ‘local knowledge’ of the borough and its services and facilities, particularly in relation to mental health issues.
* Where appropriate, liaise with the families and carers of children and young people to help them support their child/young person to manage their mental wellbeing.
* Collect feedback from service users to provide real-time information on service performance that will be used to inform, and where necessary, improve service delivery.
* Ensure all records are created in a timely manner, kept in line with noting standards and uploaded onto the Lamplight/POD databases, ensuring at all times the safety and security of the Personal and Sensitive Personal Data and the records of clients
* Collect data using surveys, reports and case studies for monitoring and evaluation purposes.
* Adhere to Groundwork London’s policies and procedures on confidentiality, safeguarding and the management and sharing of information and data under the regulations of the Data Protection Act 2018.
* Work flexibly on evenings and weekends to ensure full and supportive delivery of the programme.

# Other Responsibilities

* Undertake any other related responsibilities commensurate with the evolving objectives of the post and the evolution of the Trust, as may reasonably be requested by the Manager.
* Work with due regard for Groundwork’s core values and objectives.
* Ensure the effective implementation of and adherence to the Trust’s Diversity, Equal Opportunities, Health and Safety, and Data Security and Protection policies and procedures and reporting lines in the event of any concerns.
* All Staff, the Board and Volunteers will actively support in their daily operations and duties Groundwork London’s Environmental Management System (EMS).

# Personal and Professional Development

* Participate in the Groundwork London Performance Management and Appraisal process, and agree short, medium and long term goals with line manager, and direct line staff.
* Identify learning and development needs with line manager and evaluate T&D to demonstrate needs have been met.
* Share best practice and achievements, and actively seek opportunities to present outcomes and case studies.
* Contribute to the learning of others across the organisation by sharing knowledge and skills both informally and formally by participating in the trust’s training and development programme.

**April 2025**

**1251/DW**

**Person Specification – Drop in Support Worker**

**Note to Applicant:** When completing your application form, you should demonstrate/evidence of your experience, knowledge, skills & education in your application based on these criteria for the post. The grid also show at which stage of application and interview these are scored.

| **Criteria** | **Essential or Desirable** | **Application form** | **Interview** | **Task or****Portfolio** | **Certificates or Qualifications** |
| --- | --- | --- | --- | --- | --- |
| 1 | Demonstrable experience working 1:1 and in group settings with Young People and Families | **D** | **✓** |  |  | **✓** |
| 2 | Experience of volunteering/working with children and young people | **D** | **✓** | **✓** |  |  |
| 3 | Knowledge and understanding of the barriers and challenges facing children and young people seeking support for their mental wellbeing | **E** | **✓** | **✓** |  |  |
| 4 | Ability to undertake initial assessments and design action plans in collaboration with service users | **D** | **✓** | **✓** |  |  |
| 5 | Working knowledge of Safeguarding, the ability to follow procedures, and develop and work within a culture of safe practice | **D** | **✓** | **✓** |  |  |
| 6 | Experience of working collaboratively and collecting feedback from parents/carers, children and young people to shape service delivery  | **D** | **✓** | **✓** |  |  |
| 7 | Working knowledge of Safeguarding, the ability to follow procedures, and develop and work within a culture of safe practice  | **E** | **✓** | **✓** |  |  |
| 8 | Ability to follow Policies and Procedures in relation to Data Protection and Security, and Protection of Personal and Sensitive Personal Data  | **E** | **✓** | **✓** |  |  |
| 9 | Ability to use MS Corporate Software applications, particularly MS Office, MS Word, MS Excel and MS Outlook Email  | **E** | **✓** | **✓** |  |  |
| 10 | Willingness to be flexible in work patterns and to fulfil regular evening and weekend duties  | **E** | **✓** |  |  |  |
| 11 | Commitment to Groundwork London’s Equity and diversity, in practice in the workplace and across communities | **E** | **✓** |  |  |  |

***Appointment to this role is subject to an Enhanced DBS through the Disclosure and Barring service***